

CLASSIFICATION: SUPERVISOR OF CASH TERMINAL OPERATIONS

Class Code: 8715-16

Date Established: 05-14-81

Occupational Code: 1-1-4

Date of Last Revision: 12-28-01

Exempt Status: Non-Exempt

BASIC PURPOSE: To supervise and train employees in the operation of a computerized cash terminal system processing a variety of licenses, title registrations, inspection forms and revenues.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- o Supervises employees of working units within the Division of Motor Vehicles Registration Section.
- o Trains new employees in work and general office procedures and conduct; reviews work of subordinates for accuracy.
- o Prepares information and conducts training sessions for city and town clerks.
- o Schedules work assignments and recommends leave.
- o Reviews New Hampshire laws and rules to answer a variety of questions and problems posed by subordinates, other governmental agencies and the general public.
- o Serves as liaison with data processing units and assists in the design and testing of new computer programs and systems.
- o Monitors input and output of registration information and verifies accuracy of data base.
- o Investigates complaints dealing with area of jurisdiction and initiates corrective action.
- o Monitors condition of equipment, performs minor repairs, calls for service or requests replacements as necessary.
- o Assists in interviewing applicants for vacant positions and recommends individuals to be hired.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires knowledge of business practices and procedures or technical training in a craft or trade, including working from detailed instructions, to apply knowledge in a variety of practical situations.

Impact: Requires responsibility for contributing to immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require significant investment of time and resources to detect.

Supervision: Requires direct supervision of programs or of employees doing work which differs from the supervisor, including disciplining employees, solving personnel problems, recommending hiring and terminating employees, and developing work methods. The supervisor in this position manages a working unit or section with responsibility for employee performance appraisal.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

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Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and in making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: Associate's degree from a recognized college or university with major study in data processing, business administration or accounting. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in business management or data processing, one year of which shall have been in the Division of Motor Vehicle registration section involving the processing of registrations using computerized cash terminals. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid New Hampshire driver's license and access to transportation for use in statewide travel.

RECOMMENDED WORK TRAITS: Knowledge of the operation, adjustment and application of electronic cash registers. Knowledge of business management activities associated with a computer environment. Knowledge of motor vehicle statutes, rules and regulations relating to registrations. Ability to supervise. Ability to prepare appropriate training documentation. Ability to train employees in the operation of computerized cash terminals. Ability to learn motor vehicle rules and regulations and to apply them to specific situations. Ability to communicate effectively. Ability to train small groups. Ability to establish and maintain effective working relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.